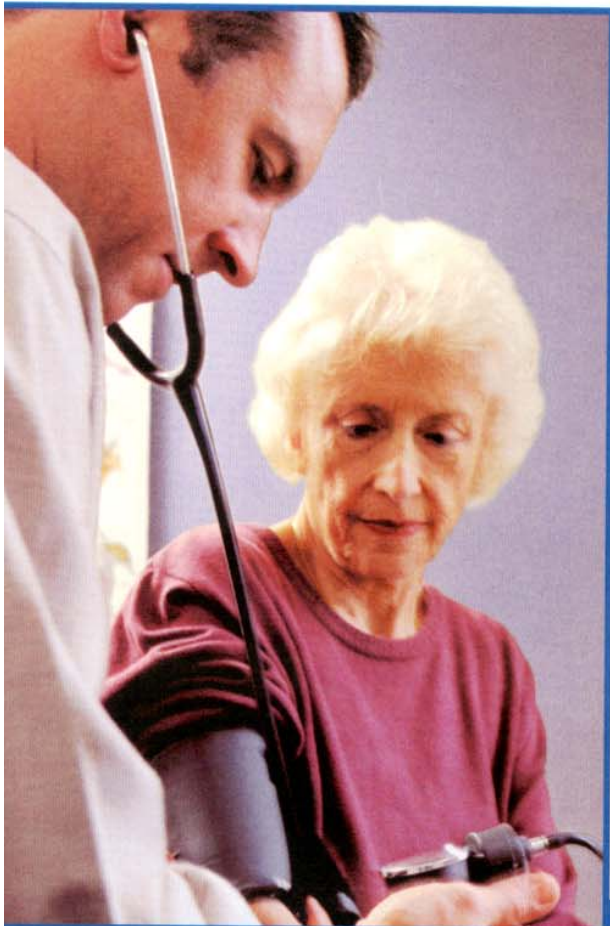


# Welcome to **MEDALLION<sup>SM</sup>**



**Virginia Department of  
Medical Assistance Services**  
**1-800-643-2273**  
**[www.cns.state.va.us/dmas/](http://www.cns.state.va.us/dmas/)**

# MEDALLION<sup>SM</sup> helps you get health care.



## **MEDALLION is a Medicaid managed care program.**

This means one doctor oversees all your health care. This doctor is called your primary care provider (PCP).

## **MEDALLION covers many services.**

Your PCP will provide most of this care. This booklet will help you learn more about how MEDALLION works.

**If you have any questions, call the  
MEDALLION helpline at 1-800-643-2273.**

This booklet gives only basic facts about getting health care. Be sure to talk with your doctor, nurse, or other health-care provider about all of your health needs.

The persons whose photographs are depicted are models. Any characters they are portraying are fictional.

MEDALLION<sup>SM</sup> is a registered service mark of the Commonwealth of Virginia.



# MEDALLION covers all the services that traditional Medicaid covers.

## Services include:

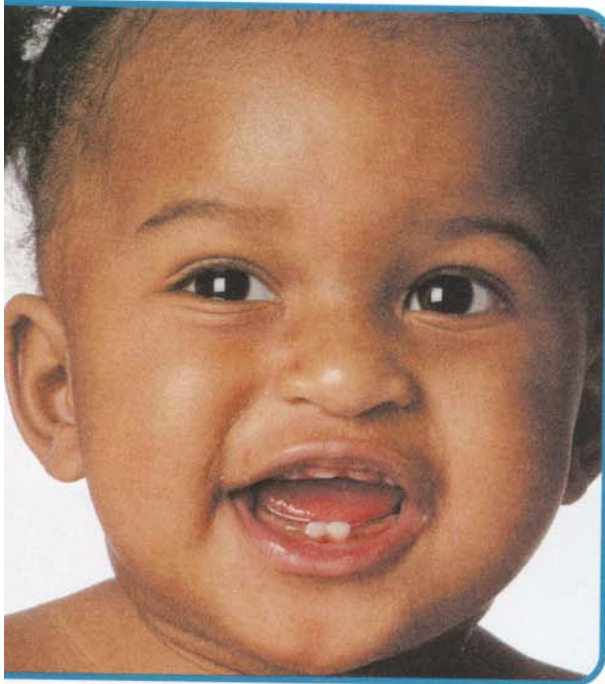
- doctor visits
- lab services and X-rays
- mental health services
- rides to medical appointments
- home health services
- immunizations (shots)
- emergency care
- some medical equipment
- physical therapy
- hospital services
- care during pregnancy.



**MEDALLION helps you and  
your children! Learn more...**

# MEDALLION covers special services

for your children, too.



## They help keep your child healthy.

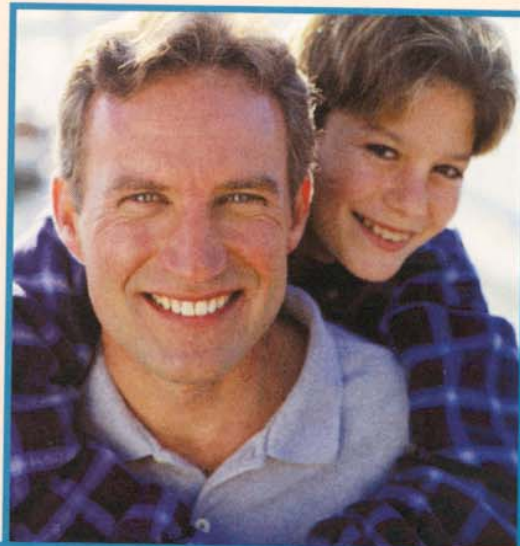
These services help find and treat health problems early. They include:

- well-baby care
- well-child care
- dental care
- screenings for health problems
- immunizations (shots).

## Use your MEDALLION benefits!

They help you:

- stay healthy
- get better when you are sick
- get to your medical appointments.



Call 1-800-643-2273 if you have questions about what MEDALLION covers.

# You need a primary care provider (PCP)

to use MEDALLION.

## Your PCP manages all your care.

He or she will:

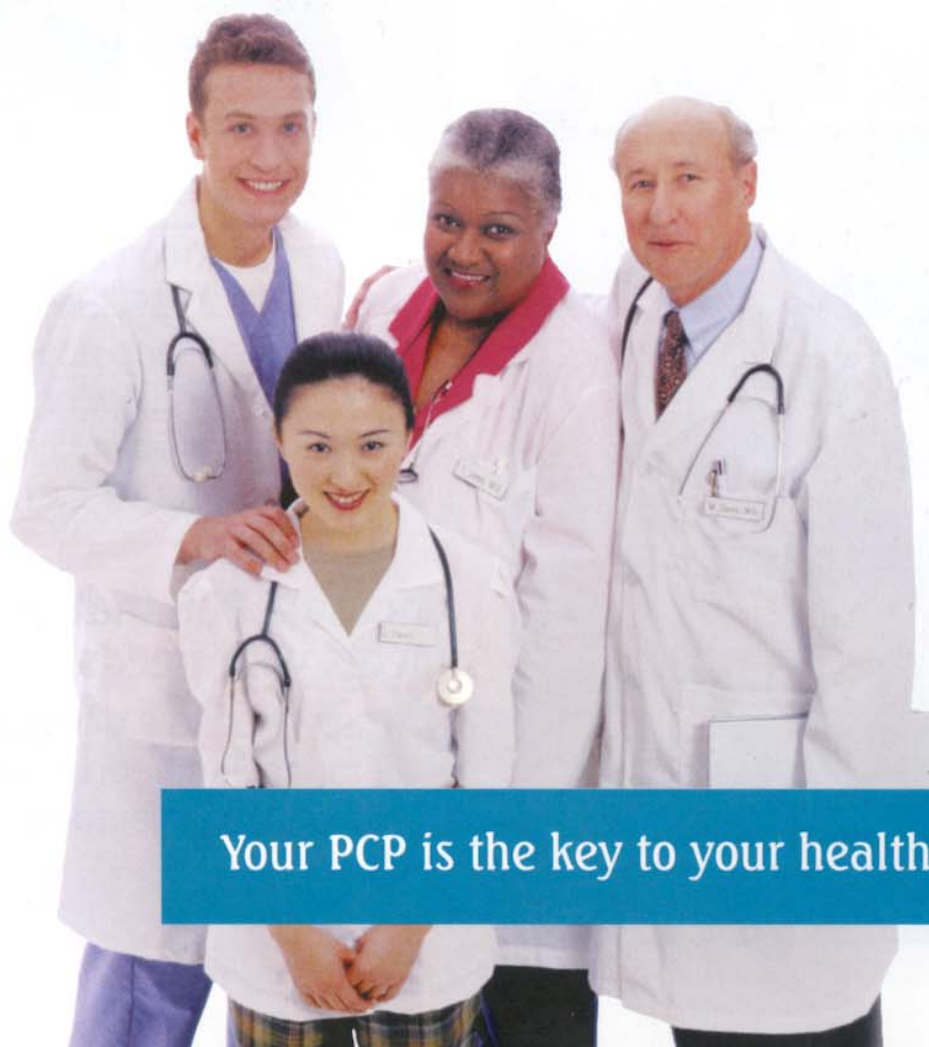
- get to know you and your health-care needs
- keep records of your health history
- use this information to help you get the best care.



## Turn to your PCP for all your health needs.

He or she will:

- give you the care you need
- refer you to another health-care provider if needed.



**Your PCP is the key to your health care.**

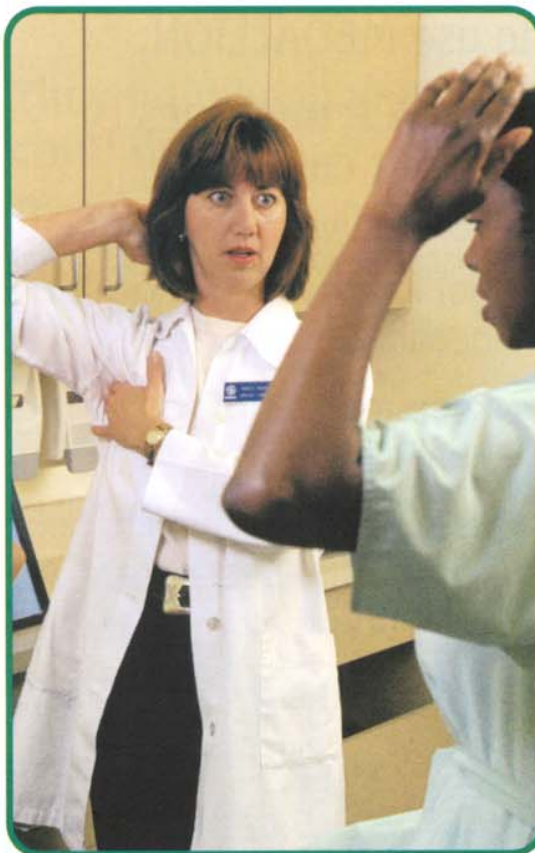
# You can choose your PCP.

## Who can be your PCP?

The choice is up to you. You can choose a:

- family doctor
- children's doctor (pediatrician)
- women's doctor (OB-Gyn)
- internist.

You can also choose a clinic or health department.



## Choose a PCP that meets your needs.

You can choose a different PCP for each person in your family who is covered by MEDALLION.



Call to make  
your choice.

Call 1-800-MGD-CARE  
(1-800-643-2273). Say you  
want to choose your PCP.

### Make your choice right away.

- After being accepted in MEDALLION, you have 45 days to choose a PCP. Call at the beginning of the month. You can start using your PCP the following month.
- If you do not choose a PCP, MEDALLION will give you one. This person will be named in the first letter you get from MEDALLION.



Call 1-800-643-2273  
to choose your PCP.

# When you need care, call your PCP first.



## Your PCP will provide the services you need.



You can call your PCP for:

- any illness or injury
- checkups, well-baby and well-child visits
- immunizations (shots)
- prescriptions
- a referral to a specialist
- advice about any health problems.



## You can get help from your PCP any time.

Call your PCP's 24-hour number. If your PCP is not there, another staff person can help you.



## Do not go to another doctor without a referral.

The other doctor may:

- not treat you
- ask for a referral from your PCP
- bill you if you insist on care without a referral.



## There are some exceptions to the referral rule.

For example, you do not need a referral for:

- family planning (birth control)
- care related to pregnancy and childbirth
- mental health services
- emergency services
- immunizations (shots)
- routine eye exams
- dental services
- services given to children by their school.

Call 1-800-643-2273 with questions about MEDALLION.

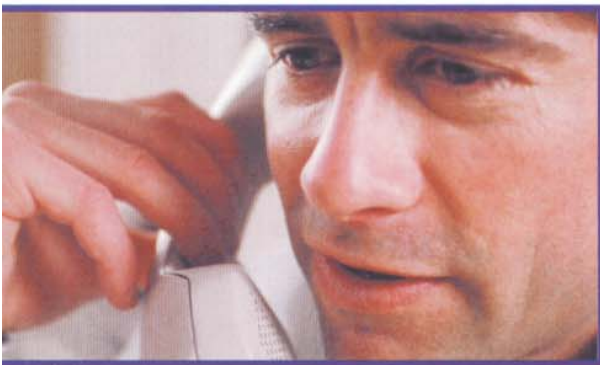
# Only in a true emergency,

go to the emergency department.

## These are some signs of an emergency:

- chest pain, or any sudden, severe pain
- severe bleeding
- having a hard time breathing
- poisoning or drug overdose
- head or eye injuries
- loss of consciousness
- very bad burns
- choking.

This is not a complete list. You may need emergency care for other problems.



## In an emergency:

Get medical help at once. Depending on the situation you can:

- Call 9-1-1 (or the local emergency number).
- Go to the nearest hospital emergency department. Have someone else drive you. Do not try to drive yourself.



If it is not an emergency, call your PCP first.

# Your MEDALLION card

You will get a MEDALLION card in the mail. This is what it looks like.

Your Medicaid case ID number

Your date of birth and sex

Begin and end dates for using the card

CASE I.D. NUMBER				THE FOLLOWING INDIVIDUAL IS ELIGIBLE THROUGH THE LAST DAY OF		THE FOLLOWING INDIVIDUAL IS ELIGIBLE FROM											
0123-456789				MAY		1998											
BIRTH DATE	SEX	I.D. NO.	SI	NAME		BEGIN DATE											
11181985	M	03-3	A	DOE JR., CHRISTOPHER M.		050198											
<b>PRIMARY CARE PROVIDER:</b> VIRGINIA STATE MD MEDICAID FAMILY PRACTICE 1 PARK LANE COOL SPRINGS 24-HOUR TEL # 504-555-0000				Your name													
Your PCP's name, address and 24-hour phone number				7 04/20/98													
<table border="1"> <thead> <tr> <th>CARRIER</th> <th>BEGIN DATE</th> <th>I.D. NO.</th> <th>TYP</th> <th>POLICY NO. / MEDICARE NO.</th> </tr> </thead> <tbody> <tr> <td colspan="5"> </td> </tr> </tbody> </table>								CARRIER	BEGIN DATE	I.D. NO.	TYP	POLICY NO. / MEDICARE NO.					
CARRIER	BEGIN DATE	I.D. NO.	TYP	POLICY NO. / MEDICARE NO.													

Show your card when you get care.

Keep your card handy at all times.

You will get a new card every month.

Check the card carefully.

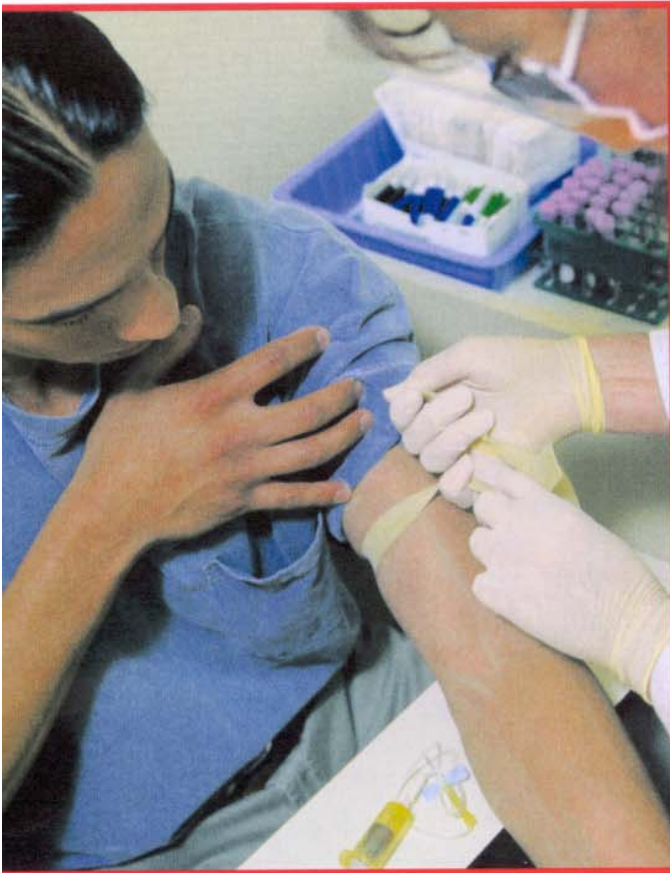
Call 1-800-643-2273 if there is a problem with your card.

# Make the most of MEDALLION.

These tips can help your health care work better.

## Call your PCP about any health concerns.

- Call if you feel you are getting sick. Do not wait until you are very sick.
- Your PCP will help you get the care you need. Somebody can help 24 hours a day.



## Know when to see the doctor.

Ask your PCP how often you and your family need:

- checkups
- shots
- screenings for health problems.

Write down the date and time of your next visit.

### Show up for appointments.

Be on time. Let your PCP know right away if you cannot keep an appointment.

### Follow your doctor's suggestions.

Ask questions if you do not understand the suggestions.

### Bring your card every time you go to the doctor.

If you have questions about your card, call 1-800-643-2273.

### Ask your PCP for advice about how to stay healthy.



Call 1-800-643-2273 if you have  
any questions about MEDALLION.

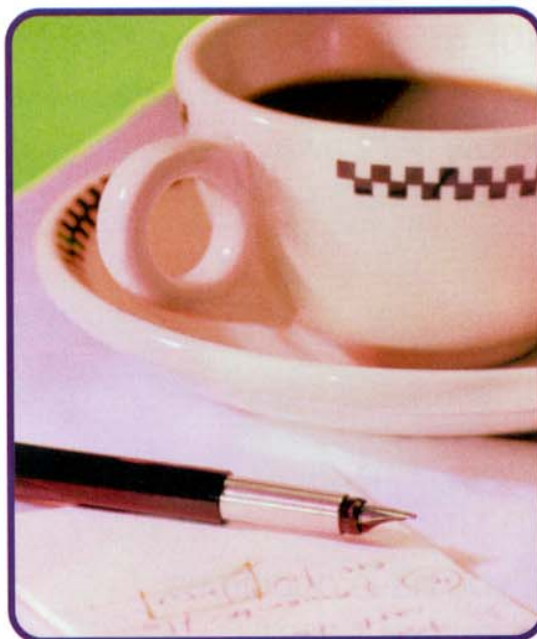
# Have your health information ready.

## Have important numbers handy.

Make a list. Include:

- the name and phone number of your PCP
- your MEDALLION ID number
- the toll-free MEDALLION helpline number.

You can use the list on page 15. Keep this list by a phone.



## Keep your own health records.

Write down:

- dates and times of your visits
- reasons for visits
- results of tests or exams
- any drugs you take
- any allergies you have.



**Remember to carry your MEDALLION card with you at all times.**

# Important names and telephone numbers



My primary care provider

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My primary care provider's  
phone number

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The MEDALLION Helpline  
1-800-643-2273

Other important names and telephone numbers

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Call 1-800-643-2273 if you have  
questions about MEDALLION.

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